

Students
Loan Repayment

SAN FRANCISCO-HEARINGS



The Lords of the Hearings

Team Roster

Shirley Amey, Gail Esgandarian, Hamdy Hassanein, Marilyn Espinal, Claudia Smith,
Fallah Bandabaila, Tamara Chrisman, Jim Sawyer, Ether Esguerra

Performance Score

SFA Results

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

Team Results

		Last Year	Q2- 2001	Q4- 2001	Q2- 2002	Q4- 2002
CUSTOMER SATISFACTION	ACSI	75.9	77.9			
	Other survey					
EMPLOYEE SATISFACTION		4.40	4.39			
UNIT COST	Your Contribution		\$1.46			
	Other					

Contributions

Status

Provide accurate and timely response to GA Appeals and to complete 85% of this decision within 30 calendar days following receipt by ED.

Provide accurate and timely responses to ECMC Hearing requests completing 75% of these decisions within 45 calendar days and 90% within 60 calendar days.

Provide accurate account adjustments and complete 90% of the account adjustments within 30 calendar days and 95% within 45 calendar days.

The Hearings Branch will develop methods to increase employee engagement by improving areas of understanding oneself, being willing to listen to others, developing the ability to see other points of view, and being willing to be flexible in our behavior and communication style to obtain a win-win situation. Employee engagement form is attached.